

**Division of Information Technology Services  
Department of Administrative Services  
State of Utah**

**December 12, 2001**

## ***State of Utah Email Domain Name Conversion Project***

### **Introduction**

Currently, our default iDomain (Internet domain) name is state.ut.us, we also have several sub iDomains configured such as: das, deq, doh, hs, tax, udc, ws, just to name a few. The sub iDomains are used in conjunction with the default iDomain; i.e. das.state.ut.us, deq.state.ut.us, doh.state.ut.us, etc. The sub iDomains are necessary so that we can allow duplicate mailids on our system. If we do not use the sub iDomains, all 25,000 state email users would have to have a unique mailid system wide. When using the sub iDomains the mailids need only be unique within the sub iDomain.

Last spring the State made a decision to move to utah.gov as a primary branding name for all electronic services for employees and citizens. The governor's office has encouraged agencies to move toward more use of the utah.gov brand. Email was an early target for implementing this branding methodology.

We have a program in place now that translates conventional email addresses into @utah.gov addresses. This program does not change the user's email address. It simply associates a @utah.gov address with a user's Internet email address and sends the mail accordingly. We have experienced some ongoing problems with this method of email addressing.

Because of the scope of the utah.gov project and the difficulty users are having setting up their @utah.gov address, it has been proposed that we change the default iDomain name from state.ut.us to utah.gov.

### **Operational Implementation Strategy**

To do this, we need to define and configure the new iDomain name and sub iDomains into the DNS (Domain Name Server) system. Then we will need to define them in the GroupWise system. Once the iDomains have been defined and configured, the email administrators at each department or agency will be able to change the email addressing for all users on their post office to the new iDomain name.

Once the utah.gov iDomain has been defined in DNS, the @utah.gov addresses currently in place will no longer work. Additional programming will be needed to keep them functioning until the new @utah.gov addresses can be established using the new iDomain names.

Old email addresses using the sub-iDomain.state.ut.us (such as @das.state.ut.us) will continue to work. Agencies that have not switched to Internet Addressing will need to be added to a translation table for their old email addresses to continue to work for 60 days after the switch. Agency administrators will need to provide ITS with a list of those addresses they would like to have translated for a 60 day period. The correct file format will be [mailid.postoffice@state.ut.us = mailid@xxx.utah.gov](#) one user per line in a text file.

All departments and agencies will need to be using Internet Addressing. Agencies listed in item four of the time line will need to implement Internet Addressing to accomplish the change. All post offices will need to be running on iDomains. Agencies that have not implemented Internet Addressing must implement an iDomain to accomplish the change.

## Time line

- 1) Programming completed to reference utah.gov existing names to final @XXX.utah.gov addresses.
- 2) Notification to all email administrators of upcoming changes. December 21, 2001
- 3) DNS entries created for all executive branch agencies by January 1, 2002.
- 4) Agency conversions to Internet Addressing to begin January 4, 2002

### Agencies NOT using Internet Addressing:

ABC	Alcoholic Beverage Control
AC	Archives (Decker Lake)
AGR	Agriculture
BP	Board of Pardons
DNR	Natural Resources
IC	Industrial Commission
IDFraud	Insurance Fraud Unit
IDLQ	Insurance Liquidation
NG	National Guard
NR	Natural Resources
ORC	Ogden Regional Center
PA	Purchasing
PE	Human Resource Management
RM	Risk Management
ST	State Treasure
TL	Trust Lands

- 5) Full conversion to utah.gov for existing agencies using Internet Addressing by March 1, 2002.

### Agencies currently using Internet Addressing

state.ut.us	(default iDomain)
ag.state.ut.us	Attorney General
amplaza.state.ut.us	DCED
arts.state.ut.us	DCED
at.state.ut.us	Attorney General
atg.state.ut.us	Attorney General
atp.state.ut.us	Attorney General
att.state.ut.us	Attorney General
bdfi.state.ut.us	Banking Division Financial Institutions
br.state.ut.us	Commerce
das.state.ut.us	Admin Services (ITS)
dced.state.ut.us	DCED
deq.state.ut.us	DEQ
dfcm.state.ut.us	DCFM
doh.state.ut.us	Health
dot.state.ut.us	UDOT
dps.state.ut.us	Public Safety
fi.state.ut.us	Division of Finance
fo.state.ut.us	Fleet Operations
gis.state.ut.us	DAS/AGRC
gov.state.ut.us	Governor's Office
history.state.ut.us	DCED
hs.state.ut.us	Human Services

insurance.state.ut.us	Insurance Department
le.state.ut.us	Legislature
library.state.ut.us	DCED
prc.state.ut.us	Provo Regional Center
psc.state.ut.us	Pub Service Commission (defined but not in use)
publands.state.ut.us	RS2477
tax.state.ut.us	Tax Commission
travel.state.ut.us	DCED
udc.state.ut.us	Corrections
up.state.ut.us	Unclaimed Property
ush.state.ut.us	Utah State Hospital
usor.state.ut.us	Utah Schools Office of Rehab
utahsenate.org	Senate
ws.state.ut.us	Work Force Services

6) Agency conversion to utah.gov for all executive branch agencies by March 1, 2002.

7) Agency conversion for local and county government entities by May 1, 2002

#### **Domain Project Personnel Contact Names**

CIO/ITS Issues	Bob Woolley	<a href="mailto:bwoolley@utah.gov">bwoolley@utah.gov</a>	538-1072
Email Issues	Eva Cornish	<a href="mailto:ecornish@state.ut.us">ecornish@state.ut.us</a>	538-3494
Operational Issues	Darrus McBride	<a href="mailto:dmcbride@das.state.ut.us">dmcbride@das.state.ut.us</a>	538-3539
Coding Issues	Doug Law	<a href="mailto:dlaw@das.state.ut.us">dlaw@das.state.ut.us</a>	538-3495

## Frequently Asked Questions

### **Do I need to change anything before the addresses change?**

You will want to unsubscribe from any list servers or systems that automatically send you email periodically. Once the change occurs you will not be able to unsubscribe, however you can re-subscribe using your new address if you want to get back on the list.

### **Why am I getting a new email address?**

The state is changing the State Email System to a new domain name to support the Governors initiative of branding. What once was @state.ut.us will now become @utah.gov. This first started several months ago with web site addresses being changed to help promote Utah.

### **Do I have to change addresses?**

Yes. This is a system wide change and everyone will be getting a new address.

### **Will my xxx.state.ut.us address still work? I don't want to loose mail.**

Yes. For an interim period of 60 days both your old @xxx.state.ut.us and the new @xxx.utah.gov address will work. However, to continue to receive mail after the 60 day transition period you will want to have everyone begin using the new address as soon as possible, so you won't miss out on those messages.

### **Will my mailid.postoffice@state.ut.us address still work?**

No, it won't. You're old address will need to be added to a translation table to continue mail delivery to this type of addressing.

### **What happens to my email address if I already have a @utah.gov address?**

Some people already have a @utah.gov email address. There is no way around this, you will have to be changed to a new address once again. The reason is to get your address back into your agency domain. This will give your agency email administrator the ability to support you better.

### **What do I need to do first?**

First thing is to notify users who send you email that you have a new address. Ask them to make note of your new address and to begin using the new address on the cutover date.

### **Other things I should change are?**

- Delete all the users in your frequent contact part of your address book. This will recreate as you send out messages automatically going forward.
- Monitor who you get mail from and notify anyone using your old address.
- Remove any users and/or groups from your proxy list and re-add them. Since their address changed you won't be able to proxy to them until you do this. You will need to re-share any shared folders and shared address books. If you want to subscribe to list servers use your new address.

### **I keep getting undeliverable messages for people I have sent messages to previously, why?**

If you don't clean out the address in your frequent contact list, the system will try to send to that address instead of the new address. Try deleting all the addresses in the frequent contact section of your address book.

### **How will I know what my new address is?**

Utah.gov will replace the state.ut.us in your email address. Use the same userid and agency code followed by utah.gov instead of state.ut.us.